

VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

VA MEDICAID COMMUNITY STAKEHOLDER MEETING

August 15, 2024



CardinalCare
Virginia's Medicaid Program



VIRGINIA'S MEDICAID PROGRAM

DMAS



 **CardinalCare**
Virginia's Medicaid Program

COMMUNITY STAKEHOLDER MEETING

August 15, 2024
Community Outreach and Member Engagement
Eligibility Policy and Outreach Division
Virginia Department of Medical Assistance Services

 DMAS

1

Accessibility Check-in Reminders: All Attendees

- Say your name each time you speak.
- Use a microphone to project your speech; repeat questions when asked.
- Language access options provided upon request to include real time captioning.
- Spell acronyms and avoid or define terms, jargon, and idioms.
- Speak clearly; avoid speaking too fast, which is particularly helpful to individuals whose primary language is not the one in which you are speaking, sign language interpreters, and real time captioners.

2

Accessibility Check-in Reminders: Speakers

- Summarize major points.
- Avoid reading word-for-word text on presentation slides unless you are reading a quotation.
- Give background and contextual information.
- Display key terms and concepts visually.
- Describe visuals such as images, objects, infographics, diagrams, and more so that non-visual participants can understand the information being presented.
 - **Example:** "On the screen is a diagram which represents the process flow which starts with..."
- Offer outlines and other scaffolding tools: connecting your presentation information by building upon what participants may already know.
- Give attendees time to process information; pause between topics, and after you ask for questions.

3

Accessible, Inclusive Self-Introductions

Participants with vision take in a lot of information about the people and the environment around them. To offer context for all participants, visual and non-visual (people with blindness or low-vision, a brief description of yourself using a few sentences. At a minimum, include the following details:

- **Name**
- **Organization and role**

You may also include your gender identity, your pronouns, your race or ethnicity, your skin color, hair color and style, whether you have facial hair, what clothing and jewelry you are wearing, and a short description of your background.

- **Attendee Example:**

- My name is ___ from the *(insert organization/agency/community)*. I am a black woman with curly black hair and round gold glasses wearing a red dress and snazzy black heels. Behind me is a gray wall with several framed pictures, next to a bookshelf.

- **Speaker/Facilitator Example:**

- My name is ___ with *(insert organization)* where I serve as the *(insert role)*. I am a Hispanic male with wavy brown hair wearing a blue button-down shirt and khaki pants with a gold apple watch and navy-blue loaf. Behind me is my living room filled with my children's favorite toys.

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AGENDA

1. Agenda
2. Welcome and Introductions
3. Presentation: Maternal Health Updates
4. Presentation: School Based Services Overview
& the Role of the Medicaid Coordinator
5. Wrap-Up
6. Announcements
7. Closing



AGENDA
August 15, 2024
11:00 AM - 12:00 PM
Meeting will be held electronically via WebEx.

To Join Meeting Remotely: https://covaconf.webex.com/covaconf/j.php?MTID=mf1d01e12752fe406645a14ec5ac60b7b	
Webinar # (Access Code): 2437 194 0114 Meeting Password: 3NMvpH4eM88	
Dial in (Phone): +1-517-466-2023	Tap to join from mobile device +1-866-692-4530 US Toll Free
Remote Conference Captioning Link: https://www.streamtext.net/player?event=HamiltonRelayRCC-0815-VA4086	

Topic	Presenter	Time Allotted
Welcome & Introductions	Dorothy Swann Outreach and Member Engagement Specialist Department of Medical Assistance Services	11:00 – 11:05 AM
Presentations & Discussion <ul style="list-style-type: none"> • Maternal Health Updates • Medicaid and School Systems 	Maryssa Sadler, MPA, Maternal and Women's Health Program Operations Analyst Department of Medical Assistance Services	11:05 – 11:25 AM
	J. Lynn Hamner, Sr. Policy Analyst Department of Medical Assistance Services	11:25 – 11:45 AM
Wrap-Up, Announcements & Closing	Dorothy Swann	11:45 AM – 12:00 PM

Next Meeting: October 17, 2024 at 11:00 AM

Committee Contacts: Natalie Pennywell and Dorothy “Dot” Swann at covervirginia@dmas.virginia.gov

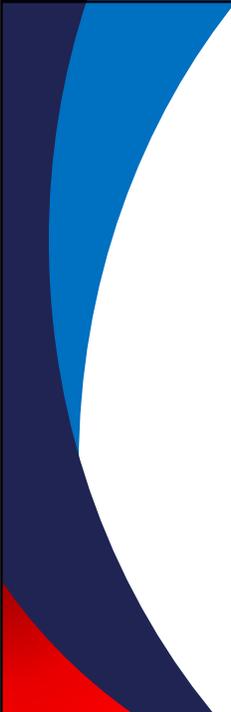
Takeaways

Take Action	Action Item	Resource	Follow-Up
<input type="checkbox"/>			

General Notes

Call/Email	Contact/Organization	Email Address	Phone Number
<input type="checkbox"/>			

Committee Contacts: Natalie Pennywell and Dorothy "Dot" Swann at covervirginia@dmas.virginia.gov



AGENDA

*Dorothy Swann
Outreach and Member Engagement Specialist
Department of Medical Assistance Services (DMAS)*



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Agenda

1. Welcome and Introductions
2. Presentation: Maternal Health Updates
3. Presentation: School Based Services Overview & the Role of the Medicaid Coordinator
4. Wrap-Up
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6. Closing



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WELCOME AND INTRODUCTIONS

*Dorothy Swann
Outreach and Member Engagement Specialist
Department of Medical Assistance Services (DMAS)*



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Introduce yourself in the chat!

- Name
- Position
- Organization
- Answer: **If you had to evacuate your home for an emergency, what three things are you grabbing first that are not people or animals? Why?**



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Maternal Health Updates

Maryssa Sadler, Maternal and Women's Health
Program Operations Analyst

Department of Medical Assistance Services



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Virginia's Medicaid Program

Virginia Medicaid Services and Benefits

Maternity - Prenatal and Postpartum Services
Maryssa Sadler, MPA

DMAS

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DMAS Maternal Health Priorities



- Increase **access** to high quality health services for pregnant and postpartum members
- Increase **utilization** of services for pregnant and postpartum members
- Care management** for high-risk health conditions
- Improve birth **outcomes**

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Virginia's Medicaid Program

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Overview- Pregnant Individuals

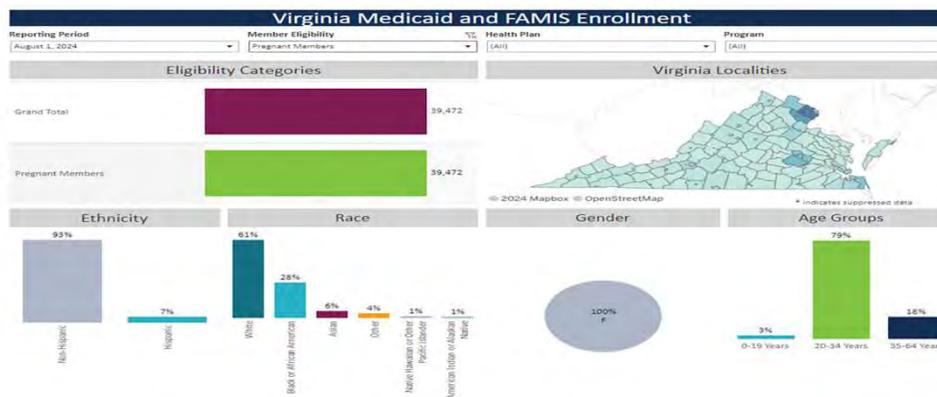
- Maternity Dashboard
- Pregnancy Coverage
 - Eligibility Groups
 - Medicaid for Pregnant Members
 - FAMIS MOMS
 - FAMIS Prenatal
- Services and Benefits



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Pregnant Member Enrollment

Virginia covers approximately 40,000 births per year



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Medicaid Benefits for Medicaid and FAMIS MOMS

- Full health care benefits during your pregnancy
 - Birth Control Coverage
 - Prenatal Doctor Appointments
 - Doula Services
 - Dental
 - 12 Months Postpartum
 - Transportation
 - Lactation Services
 - Added benefits from MCO



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12 Month Postpartum- Overview

- The 12 months postpartum expansion officially took effect **July 1, 2022**.
- The **12-months postpartum continuous coverage is a permanent policy**.



The 12 months postpartum **continuous coverage** applies to all pregnant full-benefit Medicaid and FAMIS MOMS members.



It is **not** limited to pregnancy coverage groups.



Individuals remain enrolled in coverage during pregnancy and through 12 months postpartum. Their coverage is protected **regardless of income changes**.



Eligible Individuals can enroll **even after giving birth (during the postpartum period)** and remain enrolled regardless of income changes.

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Outreach and Communications

WELCOME !

Best wishes on your pregnancy journey!
Here are a few reminders for your Prenatal Care

What is Prenatal Care?

Prenatal care is the health care you get while you are pregnant including medical care, education, and one-on-one with your doctor. The earlier you get prenatal care, the better your chances are for a healthy pregnancy and baby.

How Do I Get Services?

Central VA Health Services (CVHS) - Downtown Petersburg
25 South Union Street
Petersburg, VA 23805-9306
804-957-9601

Bon Secours Colonial Heights
Obstetrics and Gynecology
439 Jennick Drive
Colonial Heights, VA 23834
(804) 765-6730

Bon Secours Southside Regional
Medical Office Building 1210
Medical Park Blvd Suite 150
Petersburg, VA
804-765-6772 or 804-765-6730



You also have access to transportation to and from your appointments, as well as postpartum care for 12 months after your baby is born!

Contact your health plan to learn about additional benefits for healthy moms and kids.

- These may include (based on your health plan):
- Free Diapers
- Food Vouchers
- Strollers
- Pregnancy Supplies
- OB Support Programs
- Breast Pumps
- Swimming Lessons

WELCOME NEW PREGNANT MEMBER !

Virginia Department of Medical Assistance Services (DMAS) is thrilled to join you on this journey and to help you have a healthy pregnancy and healthy baby!



Free Pregnancy services
Once enrolled in Medicaid, you will receive your health coverage through your health plan. Call the Virginia Managed Care Helpline at 1-800-643-2273 for more information on your health plan.

For more information about what is covered, along with additional resources visit: www.dmas.virginia.gov/for-members/for-pregnant-women/

DURING YOUR PREGNANCY

- ✓ Make an appointment with your doctor as soon as possible, and ask if they accept your health plan.
- ✓ Contact your health plan about available care coordination services during your pregnancy.
- ✓ Talk to your doctor about your diet and any medication you are taking, or if you smoke or drink.
- ✓ Choose a pediatrician so your baby can begin receiving well-child checkups in the first year.



AFTER YOUR DELIVERY

- ✓ Schedule your postpartum appointment to see your doctor 6-8 weeks after you have your baby. Virginia Medicaid offers postpartum coverage, so you will receive health coverage for 12 months after you deliver.
- ✓ Ensure your baby is covered! Call Cover VA at 1-855-242-6262 (toll free) or your voluntary worker at the local Dept. of Social Services to inform them of your child's birth. Coverage is only effective after you have received a confirmed Medicaid number for your newborn baby.
- ✓ Schedule a well-child visit when you get home. Well baby exams are an important way to monitor you baby's growth and check for any problems.

Follow us on social media!

- @Cover Virginia
- @cover.va
- @CoverVA



Community Doula Benefit- Overview

• Benefit Overview

In one full episode of care, a member is eligible to receive nine (9) visits:

- One (1) Initial prenatal visit and up to
- Three (3) Additional prenatal visits (max)
- Four (4) Postpartum visits (max)
- Attendance during labor and delivery

To be eligible to receive doula services, one must:

- Be a Virginia Medicaid member **and**
- Currently be pregnant **or** has given birth within the last six months (180 days)
- Have their doula obtain a licensed practitioner's recommendation for Doula care **prior to initiating services.**

• Linkage to Care Incentives



To improve continuity of care for mothers **and** their newborns during the postpartum period, doulas are eligible to receive **two** linkage to care incentives.



One incentive payment can be received by the doula if the member attends one postpartum visit with an obstetric clinician



Second incentive payment can be received by the doula if the newborn attends one visit to pediatric provider after birth.



Linkage-to-care incentive payments strengthen our **collective** efforts to ensure mom and baby receive the necessary follow-up care after birth.

FAMIS Prenatal Coverage

- FAMIS Prenatal Coverage is full coverage for pregnant women who do not meet immigration status rules for other coverage.
- These women do not qualify for Medicaid or FAMIS Moms
- 60 days postpartum coverage (After your baby is born)

FAMIS Prenatal Coverage

FAMIS Prenatal Coverage is full coverage for pregnant individuals who do not meet immigration status rules for other coverage. You **do not** need to meet immigration status rules, provide immigration documents, or have a Social Security number to be eligible for FAMIS Prenatal Coverage. You **do** need to meet income rules.

WHAT IS COVERED?
 Comprehensive medical coverage including, but not limited to:
 • Doctor visits (prenatal checkups plus general and specialty care for other health concerns)
 • Prescription medication
 • Prenatal screening and testing
 • Your hospital stay for the birth
 • Dental benefits
 • Behavioral health benefits, such as therapy and treatment for depression or anxiety, or help to quit smoking or using alcohol or other drugs

Your coverage can start as early as the month you apply and last through two months after you give birth. There are no copays, premiums or other costs.

WHO IS ELIGIBLE?
 To be eligible for FAMIS Prenatal Coverage you must:
 • Provide the correct date of your delivery and
 • Have many children you are expecting
 • Live in Virginia
 • Meet income rules below
 • Be uninsured

Family Size*	Yearly	Monthly
2	\$41,907	\$3,492
3	\$52,914	\$4,411
4	\$63,960	\$5,330
5	\$74,969	\$6,250
6	\$85,978	\$7,169
7	\$96,987	\$8,088
8	\$107,996	\$9,007
ADDITIONAL person	\$12,000	\$1,000

*Your family size includes you, your spouse, and all dependent children under age 19, or age 24 if you are a student. Based on gross income which is your income before taxes and deductions.
 *Cover the unborn child(ren) as additional person(s).

ENROLLING YOUR NEWBORN
 Your baby may be eligible for health care through the Medicaid or FAMIS program for children after your baby is born. Call Cover Virginia (1-800-242-8382), your local Department of Social Services, or go online to www.dhs.virginia.gov/coverva/ or go online to www.dhs.virginia.gov/coverva/ to let us about your newborn so we can see if your baby is eligible. You can also ask the staff at your hospital to submit that information for you!

HOW TO APPLY
 Apply online at www.coverva.org/apply
 Call the Cover Virginia Call Center at 1-800-242-8382 (TDD) 1-888-221-1300. Translation and interpretation services are available in all languages.
 Mail, drop off, or fax a paper application (English or Spanish) to your local Department of Social Services. Find your nearest local department of social services by visiting www.dhs.virginia.gov/theagency/

This entity does not discriminate on the basis of race, color, national origin, sex, age, or disability in programs and services.
 FAMIS is a program of the Commonwealth of Virginia.
 FAMIS Prenatal Form DR 10-24

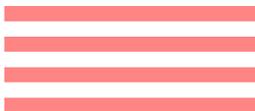


Questions

For additional information please email:
babystepsva@dmas.virginia.gov



NOTES





School Based Services Overview & the Role of the Medicaid Coordinator

Lynn Hamner, Sr. Policy Analyst
Program Operations Division
Department of Medical Assistance Services



School Based Services Overview & the Role of the Medicaid Coordinator

Lynn Hamner, Sr. Policy Analyst
Program Operations Division

August 15, 2024



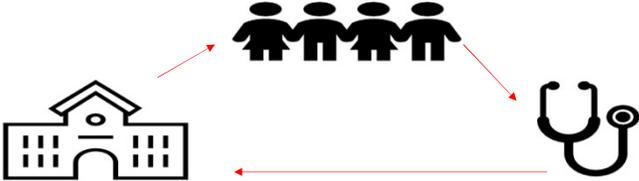
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School Based Services Overview

What does that mean?

Virginia Public Schools & VA School for the Deaf and Blind

Receive federal reimbursement for providing covered medical and behavioral health services for Medicaid students. These services help ensure student safety, increase attendance, and improve health outcomes, which supports the student's ability to learn and succeed in the school setting.




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Virginia State Plan Amendment (SPA)

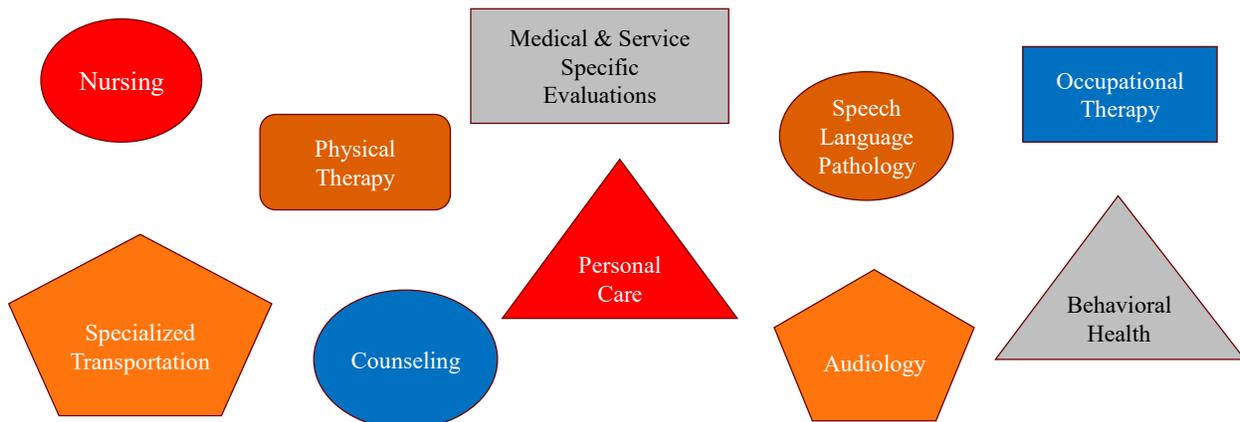
Approved by CMS in September, 2023

What **changes** were incorporated into the SPA?

- **Removed the IEP requirement for reimbursable services for Medicaid enrolled students**
- Expanded mental/behavioral health reimbursable services
- Includes Applied Behavioral Services
- Includes some nursing screenings and standing orders
- Includes crisis care
- Changes to transportation reimbursement methodology

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Reimbursable Services That Will Improve Student Outcomes!



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It's All About **ACCESS** and **PROVIDING** Medical/Mental Health Services in an Educational Setting!

Direct Service

- **Prepare for Service**
 - Gather supplies
 - Review Plan of Care
- **Provide Service**
 - Face-to-face with students
- **Document Service**
 - Progress notes
- **Program Planning**
 - Meeting health needs

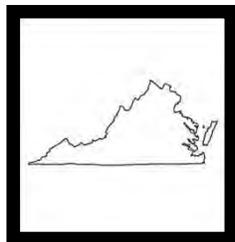
Administrative

- Outreach Arrange Transportation
- Connecting Linking
- Monitoring Follow-up
- Informing Program Planning
- Collaborating Application Assistance



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State of Virginia



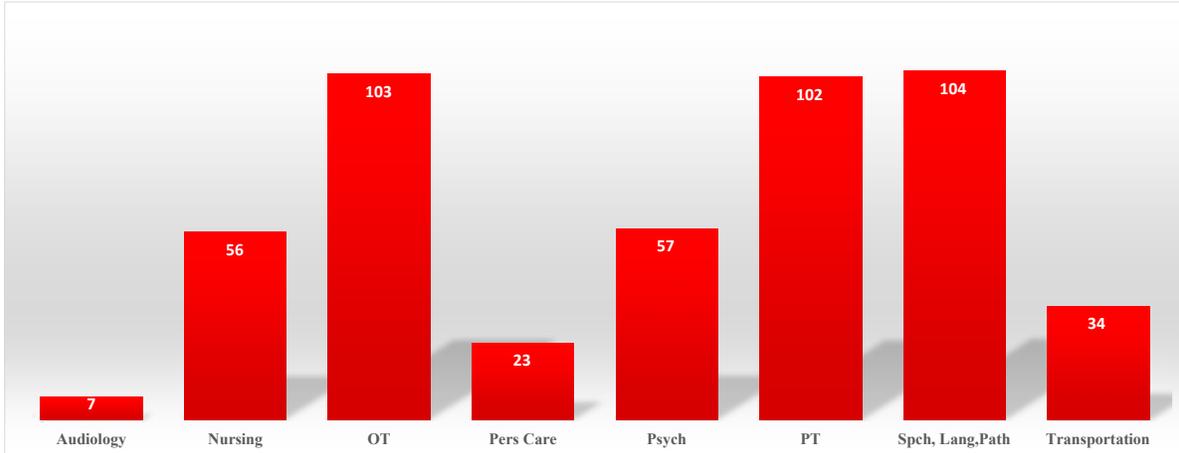
Total # of Local Education Agencies
(LEAs) – 133

108 LEAs participating in SBS
(2023)

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LEA Participation by Service

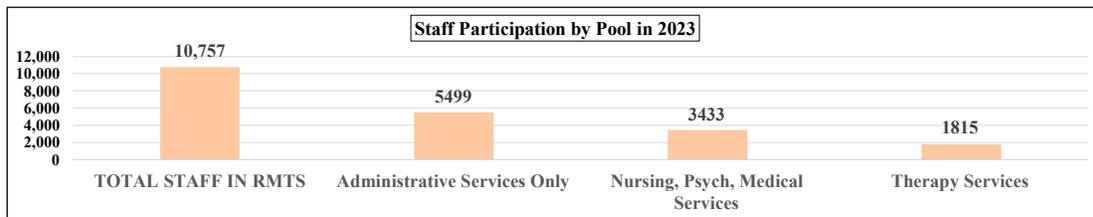
Data Courtesy of UMASS



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Reimbursement

- Local Education Agencies (LEAs), also known as school divisions, are reimbursed through a cost-based methodology. A portion of some administrative activities that support access to the covered services are also eligible for reimbursement.
- DMAS uses the Random Moment Time Study (RMTS) to determine the percentages of staff time spent providing direct health services or performing administrative activities. Staff are required to respond to a "moment" randomly chosen by DMAS' contractor to document what activity they were providing. Staff are divided into pools.



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SBS- The Medicaid Coordinator's Role

The Medicaid Coordinator is the *lead* contact for SBS in the division

- Implements the program
- Ensures program integrity
 - Knowledge of Medicaid policy, rules, regulations
- Ensures compliance w/state & federal laws, Medicaid policies, DOE regulations
 - Validates compliance of documentation
- Confirms adherence to licensing requirements (providers of services)

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The Medicaid Coordinator ...

Wears
many
hats!



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The Ring Leader Hat (Coordination)

Assists families with:

- Providing information regarding Medicaid programs
- Medicaid application process
- Communicates regarding available services

Maintain rapport with:

- Finance staff
- Special Education staff
- Student services/directors
- Transportation Staff
- Human Resources Staff



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The Fedora (Business)

- Determine if providers meet requirements to participate in RMTS
- Prepare/maintain calendar for participation according to individual staff schedules
- Prepare/match Medicaid Eligibility List to the total number of students enrolled in school
- Prepare annual cost report (with Finance Department)
- Prepare administrative claiming quarterly (with Finance Department)
- Check referring providers to ensure they are registered with DMAS (monthly)
- Check licensure for providers and update when needed (monthly)
- Medicaid billing monthly (check remittances for denials)



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The Team Hat (Monitoring)



- Monitor participant list for RMTS (ongoing)
- Monitor how participants salaries are provided (state/federal or percentage of each)
- Monitor parental consent to release educational information for Medicaid billing
- Monitor for billing completeness and accuracy monthly
- Provide updates to direct service providers (OT, PT, speech, nursing, etc.)
- Attend quarterly Medicaid Coordinator meetings (sometimes off-site)

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The Compliance Hat

- Ensure the RMTS participants are responding to their moments timely to meet compliance
- Monitor supervisory documentation (monthly)
- Monitor direct services documentation for completeness and accuracy (monthly)
- Monitor transportation documentation for completeness and accuracy
- Keep all records available and complete for DMAS audit review



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Hat of Knowledge (Trainer)

- Provide RMTS training and ensure understanding of process
- Provide technical assistance to staff (ongoing)
- Annual trainings for staff for SBS program



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It Takes a Team....



**Va Department of Medical Assistance
Services**

AND

Va Department of Education

Work **together** to ensure
Virginia's students receive services to enhance
their ability to learn and succeed in school

Collaboration is key!

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Contact Information



Lynn Hamner, Sr. Policy Analyst
Department of Medical Assistance Services
Program Operations Division



Email inquiries to:
MedicaidSchoolServices@dmas.virginia.gov

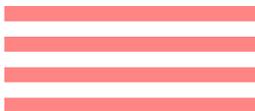
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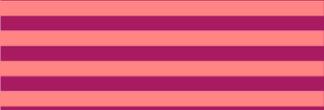
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AGENCY SUPPORT



CSM AGENCY SUPPORT

Name, Position, CSM Role

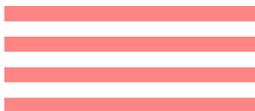
- Jessica Anecchini, Senior Policy Advisor, Administration, Administrative Review and Approval
- Sara Cariano, Director, Eligibility Policy and Outreach Division
- Norman Gaines, AV Specialist, Technology Support
- Sarah Hatton, Deputy of Administration and Coverage, Administrative Review and Approval
- Natalie Pennywell, Outreach & Community Engagement Manager, Facilitator, Steering Committee Member
- Jesus Perez, Civil Rights Compliance Specialist, Closed Captioning
- Sonya Scott, ITS Operations Analyst, Technology Support
- Dorothy Swann, Outreach and Member Engagement Specialist, Steering Committee Member



TAKE AWAYS & ADDITIONAL NOTES



NOTES



TAKEAWAYS/ FOLLOW-UPS



Action Item/Resource/Follow-Up





WRAP UP, ANNOUNCEMENTS AND CLOSING



2024 VIRTUAL MEETING DATES

- Thursday, February 15, 2024
- Thursday, April 18, 2024
- Thursday, June 20, 2024
- Thursday, August 15, 2024
- **Thursday, October 17, 2024**

Time: 11:00 AM - 12:00 PM



2024 Meeting Dates



Spread the Word about Virginia Medicaid MAC!

We take applications year-round.

Please encourage members and authorized representatives to apply!

Virginia Medicaid (DMAS): Medicaid Member Advisory Committee (MAC) Application





Stay Connected & Supported!

- CoverVA.org: <https://coverva.dmas.virginia.gov/>
or <https://cubrevirginia.dmas.virginia.gov/>
- DMAS: <https://www.dmas.virginia.gov/>



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How to Connect to COMET and Keep Informed

- COMET Team
 - Connect to us on Cover Virginia at: <https://www.coverva.org/en/outreach-and-communications-team>
- Help for Medicaid Members in Spanish and Other Languages
 - DMAS has a language and disability access plan outlining how the agency is ensuring meaningful access to all its programs, services and activities for limited English proficiency (LEP) individuals and individuals with disabilities.
 - Website is available in English (www.coverva.dmas.virginia.gov) and Spanish (www.cubrevirginia.dmas.virginia.gov)
 - Some documents are available in additional languages
 - Many documents on the [DMAS website](#) are in English and Spanish
 - Need more information or help with language services, contact CivilRightsCoordinator@dmas.virginia.gov

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Visit www.coverva.org | Call 1-855-242-8282 | TDD: 1-888-221-1590

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Stay Up to Date



Subscribe to stay up to date with Virginia Medicaid. 

Subscribe to Community Outreach and Member Engagement Team (COMET) information and updates. 



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• www.facebook.com/CoverVa



Contact us at CoverVirginia@dmas.virginia.gov



Visit www.coverva.org | Call 1-855-242-8282 | TDD: 1-888-221-1590

Questions? Thank You!

Contact Information:

Natalie Pennywell & Dorothy "Dot" Swann
Community Outreach and Member Engagement Team, EPO Division



Department of Medical Assistance Services (DMAS), 600 East Broad Street, Richmond, VA 23219
Cover Virginia: <https://coverva.dmas.virginia.gov/> ❖ Cover Virginia Email: covervirginia@dmas.virginia.gov





The Community Stakeholder Meeting (CSM) was established in 2021 and is organized and facilitated by the Community Outreach and Member Engagement Team (COMET) at DMAS. It is held every other month from February - November and invites community stakeholders and advocates to learn more about various topic areas around Virginia Medicaid. It provides attendees with an opportunity to ask questions or request presentations on other areas of interest to better help serve our current and potential Medicaid members. All meetings are open to the public and posted on the Virginia Regulatory Town Hall website.